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PATENT  
Attorney Docket No.: 021756-060130US  
Client Ref. No.: OID-2008-373-03

TOWNSEND and TOWNSEND and CREW LLP

By: /Maureen Golob/  
Maureen Golob

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Safaa H. Hashim

Application No.: 10/669,885

Filed: September 23, 2003

For: TECHNIQUES FOR ARRANGING  
VIEWS AND NAVIGATING IN A  
WEB-CENTRIC INSURANCE  
MANAGEMENT SYSTEM

Customer No.: 51206

Confirmation No. 2221

Examiner: Rachel L. Porter

Technology Center/Art Unit: 3626

AMENDMENT

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed September 18, 2008 on the above-referenced application, please enter the following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.